



Handbook for Program Chairs



46th ASHP Midyear Clinical Meeting and Exhibition
December 4 – 8, 2011
New Orleans, Louisiana

Educational Services Division
American Society of Health-System Pharmacists
7272 Wisconsin Avenue
Bethesda, MD 20814

To access the **Data Collection Sites**, as well as other helpful information, visit

http://www.ashp.org/Get_Involved



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Looking for specific deadline dates? Check your [“Deadline Checklist”](#)

NOTABLE

- **ACPE Standards: An active learning strategy and learning assessment are required FOR EACH SESSION OBJECTIVE** (see page 5)
- Due to space limitations, **only one position title and organization will be published on the Web, in the onsite program book, and in AJHP.** Presenters may include additional information in his/her biography.
- **EACH** presenter must submit an abstract .

ACTIVE LEARNING – required

Attendees remember ...
10% of what they **hear**,
25% of what they **see**, and
90% of what they **hear and do!**



- Presenters are not permitted to use a USB drive, CD, or personal laptop to deliver their presentation. ASHP will preload presentation slides in the session room. Changes to slides after submission to ASHP are not permitted.
- Only those slides received by the September 26, 2011 deadline will be posted online and made available to attendees to print and bring to the meeting. Slides received after this date will not be available before the meeting.
- ASHP does not provide handouts onsite. Attendees may download handouts online before and at the meeting.
- **\$** All funds will be disbursed as **HONORARIA ONLY** (Federal employees, see page 9).

Payment will be made after January 1, 2012.
Your 1099 Form will be issued in January 2013.

- Copyrighted material submitted without obtaining permissions **WILL BE DELETED BY ASHP STAFF** (see the **Copyright Handbook**).
- Before you leave for the meeting, make sure you have your presenters' cell phone number... and that they have yours.
- Check what your presenters have submitted online – in real time (see page 7)



Logos, Graphs, and Cartoons



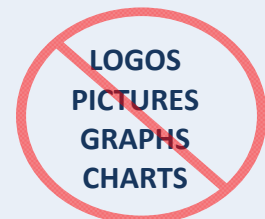
Did you know?

- ACPE does not permit the use of company logos on every slide of a presentation.
- Most cartoons, graphs, and images downloaded from the Web are copyrighted.

Tips:

- Put your company logo on the first slide **ONLY**.
- Use royalty-free cartoons.**

**Read your *Copyright Handbook* for more information.



Looking for specific deadline dates? Check your “Deadline Checklist”

INTRODUCTION

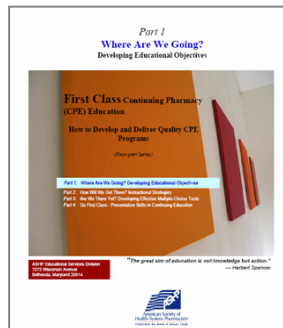
Congratulations on being selected as a Program Chair for ASHP's Midyear Clinical Meeting. We are looking forward to returning to the city of New Orleans and New Orleans is more ready than ever to welcome the Midyear Clinical Meeting. Your participation is an important contribution to the profession and a great way to share your expertise with peers and colleagues.

This handbook provides important instructions on preparing materials related to your session. Also provided to you is a checklist to help keep you on track. If you have any questions, please contact the Educational Services Division at educserv@ashp.org. We are here to help you in any way we can, but it is important that you adhere to the deadlines.

ASHP would like to stress skill development through sessions featuring dynamic, interactive instructional strategies. Many meeting attendees have come to expect and look forward to this in our educational programming. If you are a presenter we would like you to keep this in mind as you plan your presentation.

**A Webinar
just for you!**

To meet ACPE Standards, all sessions must include active learning. A new Webinar is planned for August 2011 to assist you in meeting this Standard. We will contact you when more information is available.



How to Develop a Quality Program

You and your presenters are encouraged to complete the self-study CE program, *First Class Pharmacy Continuing Education: Developing and Delivering Quality Continuing Pharmacy Education Programs*, Parts 1-4 prior to developing your program.

This self-study is available at: <http://www.ashp.org/virtual-ce/>

- Click **Web-Based Activities**
- Click **Education**

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ACPE COMPLIANCE

ALL CE PROGRAMS MUST INCLUDE AN ACTIVE LEARNING STRATEGY AND LEARNING ASSESSMENT FOR EACH PROGRAM OBJECTIVE in compliance with standards passed by the Accreditation Council for Pharmacy Education (ACPE). ACPE is the body that accredits ASHP as a provider of continuing pharmacy education. ASHP embraces these standards as they promote quality education programs that are free from commercialism and bias.

As a Program Chair, you share ASHP’s mission to provide the best educational programs for all attendees. Maintaining ACPE accreditation status is vital to ASHP's mission. If you would like more information about the standards, visit: <http://www.acpe-accredit.org/standards/default.asp>.

ACTIVE LEARNING & LEARNING ASSESSMENT

As Program Chair, you assume the responsibility that all of your presenters understand what active learning is and have incorporated strategies into your session. Active learning strategies engage the audience in the activity and should be appropriate for your session type as outlined in the table below. Learning assessment involves feedback to learners on how well they have answered questions or completed a learning exercise, such as a case study.

If your activity type is...	A sample active learning strategy is...	And a sample learning assessment is...
Knowledge-Based	Self-Assessment Question: multiple-choice or True/False – current practices and or content-based	Verbally quantify audience response. Provide rationale for correct and incorrect answers.
Application-Based	Interactive cases or other skills-based exercises	

Example: Application-Based Session

Learning Objective	Active Learning Strategy	Learning Assessment
Given a description of a specific patient, develop a medication regimen that reflects application of the best evidence and current guidelines.	Interactive case study. <i>(Note: Identify handouts that contain the case study and any other related material.)</i>	Solution to the case study with evidence-based references and current guidelines being applied.

If you don't know your session type or need assistance, contact us at EducServ@ashp.org

BEST PRACTICES

ASHP encourages presenters to **avoid error-prone abbreviations, symbols, and dose designations** as prescribed by the Institute for Safe Medication Practices. By using and promoting safe practices, we can better educate our peers and protect our patients. For a list of error-prone abbreviations, symbols, and dose designations to avoid in your presentation, please visit <http://www.ismp.org/tools/errorproneabbreviations.pdf>

*Include Supplemental Resources:

- A bibliography and resources attendees can use for further exploration of your topic.
- When possible and appropriate, prepare or reference take-away tools (such as checklists, flow charts, or templates) that can be used on the job.
- Detailed charts and tables are best utilized in a handout rather than in a PowerPoint slide.

Don't crowd your slide!
ASHP will include any additional resources sent to us with your session handout.

Looking for specific deadline dates? Check your “Deadline Checklist”

COMMERCIALISM & BIAS

CE programs must offer an independent, equitable view of the topic and be free from commercial bias and promotion. To comply with ACPE standards, ASHP processes are:

- **Presented materials will be reviewed by ASHP and modified as needed to comply with the standard.**
- The version that is reviewed and approved by ASHP is the **final** version to be presented and disseminated to attendees.
- You will have the opportunity to review the final version of your materials. Modifications cannot be made since there will not be time to go through the review process again. This version of your slides and handouts will be the final version to be presented and disseminated to attendees.
- Reviewed materials (slides, etc.) will be pre-loaded onto the computer in your session room on-site.

***Changes will be made ONLY if late-breaking information has become available, and will be made at the discretion of ASHP staff. In this case, please email EducServ@ashp.org with your request and justification.*

Guidelines for Ensuring Compliance:

- Ensure that your program offers an independent, equitable, and free-from-commercial-bias view of the subject.
- Do not use commercial logos in presentation materials.
- **If you include a trade name, include all trade names by which the drug may be marketed** (you may exclude international trade names) in your presentation materials.
- Do not use headers or footers on your slides with the name of your company.

FINANCIAL RELATIONSHIPS

ASHP requires that all prospective program faculty, planning committee members, and others in a position to control content for continuing education activities, disclose all relevant financial relationships with commercial entities whose products and/or services will be discussed during the session.

A "relevant financial relationship" exists if you (and/or your spouse/partner) are an employee, consultant, clinical investigator, author, shareholder, board member, speaker, or receive research support or other financial benefit in any amount, from an organization whose products and/or services are to be discussed in the session. You must disclose all such relationships that have existed within the past twelve months.

The financial relationship information you give here will be for *all* sessions you are participating in at this meeting. Prospective faculty members who refuse or fail to disclose their information in a timely manner will be disqualified from participation in the sessions.



ATTENTION: FAILURE TO DISCLOSE RELEVANT FINANCIAL RELATIONSHIPS IN A TIMELY MANNER MAY RESULT IN YOUR SESSION BEING INELIGIBLE FOR CONTINUING EDUCATION CREDIT.

As the Program Chair you assume the responsibility to ensure your presenters make a complete and accurate disclosure of financial relationships.

COPYRIGHT AGREEMENT

See your *Copyright Handbook* for more information.

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RECORDING AGREEMENT

ASHP intends to audio record all presentations at the meeting. Audio recordings may be used for any of the following:

- Archival purposes
- Sale to meeting attendees and those unable to attend the meeting
- Posting to the ASHP Website
- Other media as outlined in the agreement

Note:

- All presenters, including the moderator and facilitators, are required to complete the Recording Agreement.
- Presenters are not required to be recorded; however, if any presenter refuses, the entire session will not be recorded.

The agreement covers all audio and video throughout a presentation.

FORMS TO COMPLETE

W9

ASHP must have a recent W9 on file for all presenters receiving honoraria. If you have not submitted a W9 since 1/1/10, have moved, or have had a name change, ASHP will need a new W9. If you are uncertain when you last submitted a W9 to ASHP, please submit a new one.

Download the form at: <http://www.irs.gov/pub/irs-pdf/fw9.pdf>

- Send completed forms to: meetingmaterials@ashp.org or fax to 301-634-5907.
- Use the tax ID number if honorarium will be made payable to a company.

PROGRAM CHAIR AGREEMENT *(included in your packet)*

By agreeing to be a Midyear Clinical Meeting Program Chair or speaker, ASHP is depending on you not only to give your best to presenting a high quality education program but also your participation in the preparation processes. Your letter of agreement spells out what ASHP asks of you to help us prepare for a meeting that is of the finest quality as well as compliant with all standards and guidelines.

FYI – RE: YOUR SPEAKERS

Check What’s Been Submitted Online by Your Presenters

Review what your presenters have completed / submitted online – in real time. Do so by clicking on “Presenter Progress Report” on the left hand menu.

ASHP Presenter Confirmation

ASHP will send a presenter packet to each presenter **once every presenter in a session has submitted their information online** (contact information, disclosure, recording and copyright agreements). This packet includes a letter describing the financial arrangements, responsibilities regarding hotel and travel arrangements, requirements for supplemental educational resources, and timetable by which all items need to be completed. Detailed instructions are provided in a *Presenter Handbook*.

Looking for specific deadline dates? Check your “Deadline Checklist”

Presenter Hotel and Travel

Presenters are responsible for making their own travel and hotel arrangements. ASHP’s confirmation letter to each presenter specifies whether or not the presenter will be receiving complimentary registration and/or honorarium. Please keep in mind that presenters who are receiving full meeting compensation and/or honorarium are responsible for their own expenses (expense reimbursement will be granted in lieu of honorarium as a special exception; presenters must send their request to: EducServ@ashp.org).

Slides and A/V

An audiovisual preview room will be available for presenters to preview visuals before the session. Please refer to the on-site Program Book for the AV preview room location. At the meeting, a roving AV technician will be available to assist as needed.



REMEMBER: ASHP will pre-load presentation slides on to the provided computer in the session room. **Presenters will not be able to use own laptops / upload slides onsite.**

Final presentation slides must be received by the stated deadline.	If for any reason slides must be changed after submitting it to ASHP, presenters should please contact the Program Chair prior to the meeting.	Changes to presentations after submission to ASHP are strongly discouraged . Slides should be an outline of the presentation – not a script .
To conform with ACPE guidelines, all slides will be reviewed for commercial bias.	Presentations will be audio-recorded and synched in real time with your slide presentation (unless a Recording Agreement is not obtained from the presenter). This recording will be offered for sale following the meeting. Therefore, do not use any material (cartoons, reports, charts, etc.) in presentations where copyright permission was not obtained.	If late-breaking information is released after submission of slides to ASHP, presenters should use a less specific slide and verbally announce the new information in the session.
ASHP will remove any master slide template information that refers to a company or institution.		Do not put the CE Session Code on any slides.

Remember...

Do not use photos, cartoons, videos, or recorded music unless you have obtained copyright permission. If the session is to be recorded, make sure that the copyright includes the recording and sale of the material within the context of the presentation. Please send ASHP copies of all copyright permissions for our files to meetingmaterials@ashp.org or Fax to 301-634-5907 (indicate exactly what the permission is for and the slide number). Spell-check your slides before submitting to ASHP.



Educational sessions presented during the meeting are sponsored and fully funded by ASHP. You have been given a budget to fund your session. The session budget is a proportionate share of the total educational programming budget for this meeting. Exceptions to the funding can rarely be made; therefore, you must stay within your budget.

Your budget for the session has been specified to you in your Program Chair letter of agreement. You may allocate these funds between your speakers as you see fit, but within the established guidelines below. Keep your total session budget in mind as you allocate funds.

Total funds offered to any individual (including yourself) may not exceed \$1,200.

All funds will be dispensed to presenters as **HONORARIA**.

- Checks will be dispersed after January 1, 2012.
- Checks will only be dispersed for those presenters who have a current (since 1/1/2010) W9 on file with ASHP.
- IRS 1099 forms will be distributed in January 2013.
- Under special circumstances, ASHP will allow a presenter to receive their funds as expense reimbursement. A written request must be sent to: EducServ@ashp.org
- To comply with federal income tax regulations, all presenters receiving honoraria must submit their Social Security number or Tax ID number to ASHP on an IRS W-9 form.

Parameters for Compensation

	Receives complimentary meeting registration?	Honorarium**
MODERATORS:		
Program Chair also serving as moderator	Y	\$ 0 – 400***
Program Chair also serving as speaker	Y	\$ 0 - 1200
Program Chair also serving as moderator + speaker	Y	\$ 0 - 1200
Program Chair NOT serving as moderator or speaker	Y	\$ 0
Moderator only (not Program Chair or speaker)	N	\$ 0
SPEAKERS:		
Speaker presenting \geq 40 min*	Y	\$ 0 - 1200
Speaker presenting 30 – 39 min*	Y	\$ 0 - 900
Speaker presenting 25 – 29 min*	Y	\$ 0 - 600
Speaker presenting < 24 min* (e.g. Pearls presenter, panelists, facilitators, etc.)	N	\$ 0
<small>* "presenting" is defined as a formal platform presentation; it does NOT include Question & Answer portions or panel discussions ** the sum of speaker/moderator honoraria for a session must not exceed the session's budget as outlined in the Program Chair contract *** as appropriate for the length of the session</small>		

ASHP retains final approval for all budget allocation. Any proposed variations or exceptions from the guidelines or the session budget must be discussed immediately with JoAnn Harris, Michelle Abalos, Barbara Nussbaum, or Larry Mann.

Remember...

1. Stay within your session budget. Be sure to tell each presenter the total maximum dollar amount of the honorarium they are allotted.
2. ASHP operates on the “most reasonable” approach. Be reasonable and fair in allocating resources.
3. You do not need to budget all available funds if they are not required. All unused money will remain with ASHP to be used for educational programs.

Attention Federal Employees

ASHP is aware of the many guidelines and restrictions regarding reimbursement for employees of the U.S. federal government. Although submission of meals and incidental expenses receipts may not be required by your particular agency, ASHP REQUIRES YOU TO SUBMIT ORIGINAL RECEIPTS FOR ALL ITEMS YOU WISH TO BE REIMBURSED. This includes all meals, hotel, transportation, and parking. Since ASHP is NOT a federal agency, ASHP is subject to external auditors who require original receipts for all items for reimbursement. ASHP will only issue reimbursement for those items for which an original receipt has been submitted. Regarding maximum daily reimbursement rates, ASHP will adhere to guidelines per the U.S. General Services Administration (“G.S.A. Per Diem Rates”) if required by your agency.

MEETING REGISTRATION

As the Program Chair you will receive a complimentary registration for the meeting. Please note that the maximum number of complimentary registrations that ASHP will provide per session is as follows:

Duration of Session	Maximum # of Complimentary Registrations ASHP will provide (including Program Chair)
1 h	2
1.5 h	3
1.75 – 2 h	4
2.5 – 3 h	5

- The registration fee is NOT deducted from your session budget.
- ASHP will process the required paperwork; presenters should not self-register.
- Complimentary registrations are for this meeting only.
- Complimentary registrations are non-transferrable.
- All presenters and moderators must be registered for the meeting to participate in the session.

PROGRAM CHAIR as MODERATOR

The Program Chair plays a major role in the onsite coordination of the session by serving as the moderator for the program. Although you will have ASHP support at the meeting, you will serve as the key contact person for your speakers onsite.

Duties:

- | | |
|--|--|
| <ul style="list-style-type: none">▪ Arrive in the meeting room 45 minutes before the session to check the room setup.▪ Assure the session runs smoothly and on schedule.▪ Verify all PowerPoint presentations are loaded onto the computer in the session room.▪ Assist speakers with microphones, slides, and laser pointers.▪ Begin the session on time.▪ Make appropriate announcements as indicated on the script provided by ASHP. This also includes welcoming attendees, describing the session rationale, and providing an overview of the session. | <ul style="list-style-type: none">▪ Repeat the CE Session Code frequently during the session.▪ Introduce each speaker.▪ Moderate the discussion or question and answer period.▪ Encourage participants to use the floor microphone when asking questions, when applicable. Repeat questions if necessary so that all attendees hear the question.▪ Encourage attendees to complete an online evaluation form.▪ End the session on time with closing remarks and comments. |
|--|--|

Looking for specific deadline dates? Check your “Deadline Checklist”

PAPER HANDOUTS

Think GREEN! But if you still want to distribute paper handouts at your session, you are responsible for copying and shipping an appropriate number. ASHP does not provide copying services at the convention center, nor can ASHP print additional copies if the amount you provide is insufficient. Any costs associated with printing your handouts should be deducted from your overall session budget.

HOTEL AND TRAVEL

You are responsible for making your travel and hotel arrangements.

Please keep in mind that, *if you are receiving full meeting compensation as an honorarium, you are responsible for your own expenses.*



- **Make your own hotel reservations**

Please follow the link to the Midyear Clinical Meeting page at <http://www.ashp.org/meetings> for updated information about reservation deadlines and other information.

- **Make your own travel arrangements.**

Association Travel Concepts (ATC) is the official travel agency for the ASHP Midyear Clinical Meeting. For more information on their services, please follow the link to the Midyear Clinical Meeting page at <http://www.ashp.org/meetings>.

AT THE MEETING

- All educational sessions, exhibits, and activities will be located at the **New Orleans Ernest N. Morial Convention Center**. You may pick up your badge and Program Book at Registration.
- The convention center is long; expect a lot of walking and wear comfortable shoes.
- Business casual dress is suggested for attendees for all meeting sessions, although presenters usually wear business attire. Since room temperatures in the convention center may be difficult to regulate, we suggest that you dress in layers to ensure your comfort at all times.
- Rehearse your presentation carefully and do not speak longer than your allotted time.
- If necessary, you may preview your visuals in the Presenter Ready Room (location will be published in the Program Book).

Looking for specific deadline dates? Check your “Deadline Checklist”

CONTACT US

ASHP Educational Services Division

7272 Wisconsin Ave
Bethesda MD 20814
Ph 301.664.8672
e-Fax 301.634.5978
educserv@ashp.org

JoAnn Harris, BS Pharm, MBA

Director, Educational Services Division
Ph 301.664.8751
e-Fax 301.634.5851
jharris@ashp.org

Michelle C. Abalos, Pharm.D.

Director, Educational Programs
Ph 301.664.8636
e-Fax 301.634.5736
mabalos@ashp.org

Barbara Nussbaum, BS Pharm, MEd, PhD

Director, Adult Learning and Educational Programs
Ph 301.664.8736
e-Fax 301.634.5836
bnussbaum@ashp.org

Larry G. Mann

Manager, Instructional Programs
Ph 301.664.8608
e-Fax 301.634.5708
lmann@ashp.org

See You in New Orleans !

Laissez les bons temps rouler!

Looking for specific deadline dates? Check your “Deadline Checklist”

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Types of Active Learning Strategies

Polling

Get to know your learners by asking about who is in the audience. Examples: “By a show of hands, how many clinical specialists are in the audience?”

- How many directors?
- How many from small/rural hospitals?
- How many from the west coast?
- How many have implemented an informatics program before?
- How many have some experience with medication reconciliation?”

Choose factors about the audience that are relevant to your topic and poll so that you and your learners can see who is there. Polling can ask questions about what the learners are doing related to the material. Relate the responses to the polling questions to the session topic.

Examples:

- “How would you describe your level of implementation of medication reconciliation processes? High? (show of hands) Medium? Low? Today you’ll learn how to increase the implementation of these programs.”
- “How many of you have an emergency pharmacist in your ED?” How many are full-time? How many are more than half-time? How many are less than half-time? In today’s session we’ll show you how to get support for increasing pharmacist time in the ED.”

This method can be used with an electronic Audience Response System (ARS) or with the “low-tech” version: hand-raising.



Questions / Quizzes / Tests / Games

Ask multiple-choice or true/false questions.

Have participants raise their hands for the different response options or simply have them note their answer privately, then provide the answer. Questions can be used at the beginning, during and/or at the end of a session. Pre- and post-test questions can be used to start and end a session. Questions can be turned into a game such as “Jeopardy” by giving the answer and asking participants to identify the question. An example of a question used at the 2008 Summer Meeting Joint Commission session by speaker Darryl Rich was:



“For MM.2.20 – Medication Storage, which of the following was the top compliance issue scored on 2007 surveys:

- A. Refrigerator temperature checks
- B. No policy on how medications handled from removal/dispensing to medication administration and returned if not used.
- C. Medication Security
- D. Narcotic Control & Wastage”

A “Jeopardy” question in a session on active learning strategies was:
The answer is: “A hand-raising activity good for engaging an audience at the beginning of a session.”
The question is: “Polling.”

Self-Assessment

Have the participants complete a self-assessment tool that gives them insight into their current knowledge or skill level and helps them identify their need for the information the session will be covering. The tool can be formal (a commercially available instrument, such as the “Insight Inventory” for leadership skills (*Insight Institute, Inc.*) or an informal self-created scale that may, for example, ask participants several questions about their level of skill or experience in different aspects of your topic. For example, an informal self-assessment of presentation skills asks participants to rate their level of agreement with statements such as, “I make appropriate use of gestures when appropriate.” and “I make eye contact with audience members.”

Interactive Scenario

A scenario describes a situation to be effectively resolved, requiring the skill(s) being taught in an educational program. The participants discuss what they think should be done in the situation. An expert gives feedback to participants. Participants can discuss in small groups, then report their ideas to the whole group. You, as the expert, give feedback on whether or not their ideas are likely to be effective. In addition, fellow participants can share experiences and feedback.

For example, for a program for supervisors on performance appraisal skills, describe a problem employee and ask how they can be most effectively managed during their performance review.

Application Exercise

In an application exercise, participants are asked to apply, or think about how they will apply, what they have learned. Participants may do this type of exercise independently, such as by filling out a worksheet designed beforehand for this purpose or they can be asked to discuss it with the person next to them or meeting the challenges listed.

For example, participants can be asked to list challenges and obstacles they may face and strategies for overcoming the obstacles when implementing an informatics project or they could list first steps they will take to apply something they have learned in the session with a small group. An advantage of working with others is that they can brainstorm together about strategies for.

Interactive Case Study

Present a case in which you ask the participants to answer questions about the patient and their treatment. For example, what information do they need about the patient? What treatment do they recommend? How would they handle new developments in the case that you describe to them?



Looking for specific deadline dates? Check your “Deadline Checklist”

You and PowerPoint™

PowerPoint should *serve rather than control you*. You're an excellent presenter; even so, PowerPoint can hijack your presentation. You don't want that to happen. With that in mind, here are a few ideas to liberate you to give your best presentation ever.

- Your audience consists of bright, well-educated people. Never read your slides to your audience. They can read the words on your slides much faster than you can speak them. This difference only serves to jumble your information in their brains, resulting in them remembering less of it.
- Every slide should have very few words – that can be read from the back of the room.
 - Use between **15 – 30 words per slide**
 - Use **6 lines or less** of text per slide
 - Your point size should be **large**. In a large conference room, the size of your words – depending on the font – should be from **30 to 40 points!** Never less than 24 points regardless of the font type.
 - Avoid text and background colors that have a low contrast ration, such as – red text, dark backgrounds, or pale yellow text on a white background.
- Use slides merely as indicators of what you have to present – to let your audience know where you are in the program. Use them like stepping stones to go from beginning to topic to another.
 - The agenda of your activity
 - Full-screen title slides to announce major presentation transitions
 - Headings and titles at the top of your slides
 - Active learning activities – questions (polling, multiple choice), brief case scenarios, and the answers
 - Summary and Conclusion slide(s) – what was addressed and overall points to take away.
- Additional Pointers:
 - A good use of slides is for displaying graphical information – the kind that is difficult to describe – but that is large enough to be seen by your audience.
 - Incorporate pictures when appropriate – to add interest, reinforce themes, or incorporate humor.
 - Effective use of a figure or picture – rather than words – keeps your audience engaged. Show in a few seconds what could take minutes to explain.
 - Copyright permissions as appropriate and submit to meetingmaterials@ashp.org
 - Spell check the slides

**In spite of all this – if your charts are too detailed and tiny for your audience to read,
Please ask yourself, "Why am I showing them?"**

Summary

Your PowerPoint presentation is finished and ready to submit to ASHP. Now, ask yourself these last two questions:

1. Do my slides contain just the right amount of information to guide the audience through my session?
2. Will the person in the back third of a packed convention room be able to see the information I have on my slides?

If you have answered "Yes" than you are on your way to an optimizing the educational experience for your attendees! Please remember to share your PowerPoint slides with all presenters in your session. If you have any questions or need further information, do not hesitate to contact the Educational Services Division at EducServ@ashp.org

